



JUL 29 2005

CERTIFIED MAIL RETURN RECEIPT REQUESTED

James Vondale, Director
Automotive Safety Office, Environmental and Safety Compliance
Ford Motor Company
Fairlane Plaza South
330 Town Center Drive, Suite 500
Dearborn, MI 48126

NVS-212cag PE05-033

Dear Mr. Vondale:

This letter supplements our Preliminary Evaluation Information Request (PEIR) of June 23, 2005 concerning allegations of water leaks around the windshield causing failure of various electrical components on the 1999-2001 Model Year (MY) Ford Expedition sport utility vehicles manufactured by Ford Motor Company. To assist us at this stage of the investigation, we are requesting updated and additional information.

Since our letter of June 23, 2005, we have received 16 new reports of windshield water leaks causing failed electrical components in the subject vehicles. A copy of each report is enclosed for your information. Unless otherwise stated in the text, the following definitions apply to these information requests:

<u>Subject vehicles</u>: all MY 1999-2001 Ford Expedition sport utility vehicles manufactured for sale or lease in the United States.

<u>Subject component(s):</u> the windshield assembly, including the adhesive sealant.

<u>Ford</u>: Ford Motor Company, all of its past and present officers and employees, whether assigned to its principal offices or any of its field or other locations, including all of its divisions, subsidiaries (whether or not incorporated) and affiliated enterprises and all of their headquarters, regional, zone and other offices and their employees, and all agents, contractors, consultants, attorneys and law firms and other persons engaged directly or indirectly (e.g., employee of a consultant) by or under the control of Ford (including all business units and persons previously





referred to), who are or, in or after 1996, were involved in any way with any of the following related to the alleged defect in the subject vehicles:

- Design, engineering, analysis, modification or production (e.g. quality control);
- b. Testing, assessment or evaluation;
- Consideration, or recognition of potential or actual defects, reporting, record-keeping
 and information management, (e.g., complaints, field reports, warranty information,
 part sales), analysis, claims, or lawsuits; or
- d. Communication to, from or intended for zone representatives, fleets, dealers, or other field locations, including but not limited to people who have the capacity to obtain information from dealers.

Alleged defect: leakage of rain water and melting snow around the windshield into the vehicle.

Document: "Document(s)" is used in the broadest sense of the word and shall mean all original written, printed, typed, recorded, or graphic matter whatsoever, however produced or reproduced, of every kind, nature, and description, and all non-identical copies of both sides thereof, including, but not limited to, paners, letters, memoranda, correspondence, communications, electronic mail (e-mail) messages (existing in hard copy and/or in electronic storage), faxes, mailgrams, telegrams, cables, telex messages, notes, annotations, working papers, drafts, minutes, records, audio and video recordings, data, databases, other information bases, summaries, charts, tables, graphics, other visual displays, photographs, statements, interviews, opinions, reports, newspaper articles, studies, analyses, evaluations, interpretations. contracts, agreements, jottings, agendas, bulletins, notices, announcements, instructions. blueprints, drawings, as-builts, changes, manuals, publications, work schedules, journals, statistical data, desk, portable and computer calendars, appointment books, diaries, travel reports. lists, tabulations, computer printouts, data processing program libraries, data processing inputs and outputs, microfilms, microfiches, statements for services, resolutions, financial statements, governmental records, business records, personnel records, work orders, pleadings, discovery in any form, affidavits, motions, responses to discovery, all transcripts, administrative filings and all mechanical, magnetic, photographic and electronic records or recordings of any kind, including any storage media associated with computers, including, but not limited to, information on hard drives, floppy disks, backup tapes, and zip drives, electronic communications, including but not limited to, the Internet and shall include any drafts or revisions pertaining to any of the foregoing, all other things similar to any of the foregoing, however denominated by Ford, any other data compilations from which information can be obtained, translated if necessary, into a usable form and any other documents. For purposes of this request, any document which contains any note, comment, addition, deletion, insertion. annotation, or otherwise comprises a non-identical copy of another document shall be treated as a separate document subject to production. In all cases where original and any non-identical copies are not available, "document(s)" also means any identical copies of the original and all non-identical copies thereof. Any document, record, graph, chart, film or photograph originally produced in color must be provided in color. Furnish all documents whether verified by Ford or not. If a document is not in the English language, provide both the original document and an English translation of the document.

Other Terms: To the extent that they are used in these information requests, the terms "claim," "consumer complaint," "dealer field report," "field report," "fire," "fleet," "good will," "make," "model," "model year," "notice," "property damage," "property damage claim," "rollover," "type," "warranty," "warranty adjustment," and "warranty claim," whether used in singular or in plural form, have the same meaning as found in 49 CFR 579.4.

In order for my staff to evaluate the alleged defect, certain information is required. Pursuant to 49 U.S.C. § 30166, please provide numbered responses to the following information requests. Insofar as Ford has previously provided a document to ODI, Ford may produce it again or identify the document, the document submission to ODI in which it was included and the precise location in that submission where the document is located. When documents are produced, the documents shall be produced in an identified, organized manner that corresponds with the organization of this information request letter (including all individual requests and subparts). When documents are produced and the documents would not, standing alone, be self-explanatory, the production of documents shall be supplemented and accompanied by explanation.

Please repeat the applicable request verbatim above each response. After Ford's response to each request, identify the source of the information and indicate the last date the information was gathered.

- Describe in detail, using diagrams where applicable, any modifications or changes made to the location of the Generic Electronic Module (GEM) and the Fuse Box in the subject vehicle.
- 2. Provide a schematic diagram of the GEM. Identify the location and function of each pin.
- Provide an Owner's Guide for the 1999-2001 Expedition. If the Owner's Guide for the 1997
 Expedition is the same as the Owner's Guide for the 1999-2001 Expedition, disregard this request.
- Provide a sample of the following:
 - a. GEM
 - b. Defective GEM that was removed from a consumer's Expedition
 - c. Fuse box
 - d. Defective Fuse box that was removed from a consumer's Expedition

This letter is being sent to Ford pursuant to 49 U.S.C. § 30166, which authorizes NHTSA to conduct any investigation that may be necessary to enforce Chapter 301 of Title 49 and to request reports and the production of things. It constitutes a new request for information. Ford's failure to respond promptly and fully to this letter could subject Ford to civil penalties pursuant to 49 U.S.C. § 30165 or lead to an action for injunctive relief pursuant to 49 U.S.C. § 30163. (Other remedies and sanctions are available as well.) Please note that maximum civil penalties under 49 U.S.C. § 30165 have increased as a result of the recent enactment of the Transportation Recall Enhancement, Accountability, and Documentation (TREAD) Act, Public Law No. 106-

414 (signed November 1, 2000). Section 5(a) of the TREAD Act, codified at 49 U.S.C. § 30165(b), provides for civil penalties of up to \$5,000 per day, with a maximum of \$15 million for a related series of violations, for failing or refusing to perform an act required under 49 U.S.C. § 30166. This includes failing to respond to ODI information requests.

If Ford cannot respond to any specific request or subpart(s) thereof, please state the reason why it is unable to do so. If on the basis of attorney-client, attorney work product, or other privilege, Ford does not submit one or more requested documents or items of information in response to this information request, Ford must provide a privilege log identifying each document or item withheld, and stating the date, subject or title, the name and position of the person(s) from, and the person(s) to whom it was sent, and the name and position of any other recipient (to include all carbon copies or blind carbon copies), the nature of that information or material, and the basis for the claim of privilege and why that privilege applies.

Ford's response to this letter, in duplicate, together with a copy of any confidentiality request, must be submitted to this office by August 19, 2005. Please refer to PE04-033 in Ford's response to this letter. If Ford finds that it is unable to provide all of the information requested within the time allotted, Ford must request an extension from me at (202) 366-5218 no later than five business days before the response due date. If Ford is unable to provide all of the information requested by the original deadline, it must submit a partial response by the original deadline with whatever information Ford then has available, even if an extension has been granted.

If Ford claims that any of the information or documents provided in response to this information request constitute confidential commercial material within the meaning of 5 U.S.C. § 552(b)(4), or are protected from disclosure pursuant to 18 U.S.C. § 1905, Ford must submit supporting information together with the materials that are the subject of the confidentiality request, in accordance with 49 CFR Part 512, as amended (68 Fed. Reg. 44209 et seq; July 28, 2003), to the Office of Chief Counsel (NCC-113), National Highway Traffic Safety Administration, Room 5219, 400 Seventh Street, S.W., Washington, D.C. 20590. Ford is required to submit two copies of the documents containing allegedly confidential information (except only one copy of blueprints) and one copy of the documents from which information claimed to be confidential has been deleted.

If you have any technical questions concerning this matter, please call Cynthia Glass of my staff at (202) 366-2920.

Sincerely,

Thomas Cooper, Chief Vehicle Integrity Division Office of Defects Investigation

Enclosure: VOQ numbers:

U.S. Department of Transportation

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire To Report Vehicle Safety Defects

	FOR	AGENCY	USE ONLY	100148
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Date Received Repo	odieo
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Address	Model EXPEDITION Engine:	Model Year 2082								
Address City SAN ANTONIO State TX Zip Code Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle in the obsence of an authorization, NHTSA WILL NOT provide your name or address to the to Signature of Owner Date VEHICLE INFORMATION 17 digit Vehicle Identification Number Located at bottom of windshield on driver's skills Make	vening Telephone Number a?	Model Year 2082								
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Include, if available: Poince/Fite Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY.
The Privacy Act of 1974-Public uses \$3-579 Title information is requested parament to authority vested in the Artifornal Highway Traffic Sefety Act and subsequent amendments. You are under no disligation to respond this quantinesity, response may be used to assist the INITIA in determining whether a Many Section is correct a safety defect. If the INITIA proceeds with administrative sufercament or Regulation against a manufacturer, your response, or a statistical summary thereof, 1999 he used in support of the agency's action.

Form Approve	d: D.M.S. No. 2127-0008
FOR AGENCY USE ONLY	100248

DOT Auto Safety Hotline

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21_1UN_2006	Deference No.

of Transportation To Report Vehicle Safety Defects									Date Res	celved	Repository		
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Include, if available; Police/Fire Department Report, Photos, and Repair Invoke.

ATTACH ADDITIONAL SHFFTS IF MECESARY
The Privacy Act of 1974-Public Law 93-579 Trie information is requested pursuant to authority verted in the National Highway Traffic Safety Act and subsequent arrendments. You are under no obligation to respond this questionnels. Your response may be used to seek the MITSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the MITSA proceeds with administrative subsreament or Highlion against a manufacturer, your response, or a statistical summary thereof, may be used in support of the againsy's action.

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THE FORD DEALER REPLACED THE GEM MODULE AND 4 X 4 SENSOR. I CALLED OTHER FORD DEALER'S TO DOUBLE CHECK THE FINDINGS OF THE DEALER I WAS WORKING WITH. ONE SERVICEMAN COMMENTED THAT THE ONLY WAY THE GEM MODULE CAN GO OUT IS TO GET IT WET. THIS IS DIFFICULT TO DO SINCE IT IS INSIDE THE DASH BOARD. I NOW SEE THERE ARE COMPLAINTS ABOUT LEAKY WINDSHIELDS IN EXPEDITIONS. I AM CONCERNED ABOUT WHAT SAFETY ISSUES MAY RESULT WHEN THE GEM MODULE FAILS, AND WHAT ELSE MIGHT FAIL IF THERE IS A LEAKY WINDSHIELD. IN MY CASE, THE ALL WHEEL DRIVE FAILED. THE OLD PART HAS BEEN DISCARDED.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Lave 83-579 This information is requested pursuant to enthority verted in the Mictional Highway Traffic Sefety Act and subvergence are enthority. You are under no obligation to respond this quantiformers, Your response may be used to entit the MITEA in determining whether a Manufacturer should take appropriate action to correct a safety delect. If the MITEA products with activities unforcement or Higgston against a numbertaries, your response, or a ptablishing description against a numbertaries, your response, or a ptablishing description against a numbertaries, your response,

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THE CONSUMER STATES WHENEVER IT RAINS OR SHOWS, THE WINDSHIELD LEAKS CAUSING THE WINDSHIELD WIPERS TO STOP WORKING. THE LIGHTS FLASHED, THE RADIO DID NOT WORKING, AND THEN AT TIMES THE VEHICLE WILL NOT START. THE MODULE HAS BEEN REPLACED THREE TIMES AND THE WINDSHIELD HAS BEEN REPAIRED TWICE, NOW IT IS BEING REPLACED AGAIN

ATTACH ADDITIONAL SHIFTS IF NECESSARY

Include, if available: Police/Fire Department Report. Photos, and Repair Invoice.

ATTACH ADDITIONAL SHIFFTS IF NECESSARY
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to methority vested in the Retional Highway Traffic Safety Act and authorities an expension way be used to peak the INTIGA in determining election in Remodecturer should take appropriate action to correct a suffety defect. If the RHTGA processes with administrative subpression of Highton against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

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17-SEP-00			-				_				No: Cylinders 8	,	Gas
Original Owner	r	Dealer's City	<i>-</i>					State	Zip Co		<u> </u>		
Transmission Type	Transmission Type X Antilock Braiss Powertrain Vehicle Component Code 131000 VISIBILITY:WINDSHIELD												
AUTOMATIC	⊠ cr	núse Control	49	WHEEL DRI	N E		,				SHIELD		
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ALARM WOULD GO OFF EVERY TIME.

I BROUGHT MY 2000 EXPEDITION TO HAYWARD FORD TO HAVE THEM CHECK AND REPAIR THE PROBLEM IN MARCH OF THIS YEAR. THEY COULD NOT FIND ANYTHING I FAKING, OR THE SIZE ING MOISE I HEARD IN THE DASH, HOWEVER THEY DID TELL ME THERE WAS A DAMAGE.

COULD NOT FIND ANYTHING LEAKING, OR THE SIZZLING MOISE I HEARD IN THE DASH, HOWEVER THEY DID TELL ME THERE WAS A DAMAGED JUNCTION BOX AND KEPT MY CAR FOR 5 DAYS (THEY WERE WAITING FOR THE PARTS TO COME), WELL AFTER 5 DAYS OF HAVING A RENTAL THAT ALSO COST ME MONEY, I WENT AND PICKED UP MY EXPEDITION. IT MADE NO SENSE TO ME TO HAVE THE JUNCTION BOX REPLACED SINCE THEY COULD NOT FIND WHERE THE LEAKING PROBLEM WAS.

ON JUNE 8, 2005 I BROUGHT MY EXPEDITION INTO ANOTHER FORD DEALER (THE FORD STORE SAN LEANDRO) HOPING THEY COULD FIND THE PROBLEM. WELL THEY FOUND THE PROBLEM, THEY SAID THE WINDSHIELD WAS LEAKING AND HAD CAUSED DAMAGE TO THE CENTRAL JUNCTIC

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 83-879 This information is requested pursuant to eatherity vasted in the Mittonal Highway Traffic Safety Act and authorized to eather the Mittonal Highway Traffic Safety Act and authorized to eather the Mittonal Highway Traffic Safety Act and authorized to eather the Mittonal Highway Traffic Safety Act and authorized the Mittonal Highway Traffic Safety Safe

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DOT Auto Safety Hotline

Vehicle Owner's Questionnaire

FOR AGENCY USE ONLY	100148
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U.S. Department of Transportation	· · · · · · · · · · · · · · · · · · ·												
National High				1-888-1	DA5H-Z	-DÓT			22-	-JUN-2005	Reference No.		
Traffic Safety		INT	ERNET			æø; rt.gov/h	otl ine				10126248		
Administratio		•											
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Do you authorize In the absence of Signature of Own	'en aut	to provide i horization, h	COPY CHTSA	of this rep WILL MOT	ort to the provide	manufac your nam	turer of you e or addres	ur vah s to tr Dete	ha vehicle	Dyes Manufacturer.	NO		
					VEHI(LE INFO	MATION						
17 digit Vehicle Ident	Ficatio n	Number Locati	ed at bot			Model	Model Year						
1FMRU17L41							FORD			EXPEDITION	2001		
Date Purchased Dealer's Name and Telephone Number 10-NOV-03										Engine: No: Cylinders <u>6</u>	Fuel Type: Gas		
Original Owne	Original Owner Dealer's City							Zip C	ode		- 1		
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Maka: Seat Type:		 _		$\overline{}$		<u>ulactured</u>		!	Model No.	/Name:			
Child Seat Compone	nt Code		Falk	ed Part:	11 Maria Mario	n System							
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Crash	fire			e describe i er of Pers			<i>Failure(s), Co</i> riber of Dear	_		r(les).) ed to Police			
T]Yes [X]No	ĽΪv	s X No						u 15		*			
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DT: CONTACT STA WINDSHIELD WIPS	TES TH	E WINDSHIE ID THE AIR C	LO IS LE	AKING, C ONER CO	'AUSING' ME ON W	HEN THE Y	ÆHICLE WA	S NOT	IN USE.	TO SHORT OUT. TH WINDSHIELD WAS HAS BEEN CONTACT	REPLACED.		
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Include, if available	: Police	/Fire Depart	nent Re	port. Pha	tos, and	Repair (ny	olce.		AT	TACH ADDITIONAL	SHEETS IF NECESSARY		

The Privacy Act of 1974-Public Law 93-579 This information is requested purallant to districtly vented in the National Highway Traffic Safety Act and embedgeant amendments. You are under se obligation to majore this questionness, you response way be used to guide the MITSA is alternated whether a Manufacturer should take appropriate action to correct a safety distort. If the MITSA proceeds with administrative embrecases or (Nigotion against a reasonabeturer, your response, or a statistical senses) thereof, may be used in support of the agency's action.

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National High Traffic Sefety Administratio	way	INT	ERN		DASH-2 9-327-4 1htea.de	236)	-	ot ine		22-3UN-2005 Reference No. 10126215				
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								HOTTON						
17 digit Vehicle Identification Number Located at bottom of windshield on driver's: 1FMPU16L4V								Make FORD			Model Expedition		Model Year 2000	
Date Purchas 02-NOV-00		JOHN KENNEDY FORD 610-495-7100								Engine: No: Cylinders			Fuel Type; Gas	
Original Owne	ł.	Deeler's City POTTSTOWN						State PA	Zip C	ode				
Transmission Type AUTOMATIC										ent Code ITY:WINC				
AOIGENIA	EX C	ruise Control	""	VHEEL DRIN	r.,			Multiple F	ağure:					
				FAIL	ED COMP	ONEN	π (\$)	/PART(S	INFO	RMATIO	R			
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Seat Type: Child Seat Compone	ent Cod	<u>. </u>	F-	ailed Part:	Installatio	on Sys	tem;	i					 :	
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											THE VEHICLE WAS S			
WERE ELECTRICAL											LOCK WHILE DRIVE	NG, R	ADIO GOING ON	

AND OFF. WHILE DRIVING THE CONTACT NOTICED WHILE IT WAS RAINING THE WINDSHIELD WOULD LEAK, THE WINDSHIELD AND PART OF THE ELECTRICAL SYSTEM WAS REPLACED.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice,

ATTACH ADDITIONAL SHEETS IF NECESSARY
Invoice,

ATTACH ADDITIONAL SHEETS IN NECESSARY
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DOT Auto Safety Hotline

FOR AGENCY USE ONLY 100148										
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22-JUN-2005	Reference No. 10126171									

U.S. Departme	U.S. Department of Transportation Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT						Date Rec	celved	Rep	Repository 🗍		
National High Traffic Safety Administration	9 9 04			(1-888 ET :www.t	8-327-42 nhtsa.do	236) ot.gov/h	otline		22	?-JUN-2005		sferance No. 0126171
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			_				RMATION					
17 digit Vehicle Iden 1FMPU18L6:	tification	Number Locate	ad at i	bottom of win	dehinid an d	inver's side	Make FORD			Model EXPEDITION		Model Year 2001
Date Purchar 17-DEC-00)	KRUSE STA	ARK H	nd Telephon ICKEY 3135	ia Number 5386600					Engine: No: Cylinders		Fuel Type: Gas
Original Own	ar	Dealer's City DETROIT	,		<u></u>		State MI	ZIp Co	ode		ļ	[
Transmission Type		antilock Brakes								<u></u>		
AUTOMATIC	11000D A								ICAL 5YS	TEM		
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- 1:			-		ED COMP	ONENT(\$	<u>)/PART(8)</u>	INPO	CHATIO	AL		
Incident Date(s) 04-AUG-2004		ire Milesge 28000	- 1									
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Make: Seat Type:			—		,	nufactured on System:	ufactured: Model No./Name:					<u></u>
Child Seat Compone	ent Cod	de:	\overline{J}	Faled Part:	11 to a to a to	II STATE	<u> </u>			·		
				APP			T INFORMA L Fabre (s) Co			wilet)		
Crash	Fire			umber of Per			mber of Deal		Reporte	ed to Palice		
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Le, parts repaired						מת מחדי	OB LOKES (- NEW A	"D CLOS	TAMES DENE		
DISENGAGES IN P. INTO THE STORE AND ALMOST RAN	THIS EXPEDITION STARTS UP WITH NO KEY WIPERS START AND STOP DOOR LOKES OPEN AND CLOSE 4 WHEEL OR IVE ENGAGES AND DISENGAGES IN PARK OR NEUTRAL THE CAR TRIES TO START AGAIN WHEN IT IS ALREADY RUNNING. THE CAR WAS PARKED WHILE I WENT INTO THE STORE MY WIPE WAS IN THE CAR IT JUMPED INTO REVERSE SHE JUMPED OUT OF THE CAR THE DOOR HIT HER NOCKED HER DOWN AND ALMOST RAN HER OVER THIS CAN BE REPEATED THE FUSE BOX AND MODULE WERE REPLACED AT A COST OF ABOUT \$1,000.00 ALSO I HAD TO REPLACE THE FRONT WINDSHIELD AS IT WAS LEAKING THEY SAID THE CAR WAS OUT OF WARRENTY. THE CAR HAS NEVER BEEN IN A ACCIDENT.											
Include, if available								d is the	AT	TACH ADDITRONAL Spinery Traffic Safety A	SHEE 44 an	TS IF MRCPSSARY

amendments. Yes are under no obligation to respond this quantionnels. Your response may be used to seeled the (ATSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the 19175A processe with activities the inferconsect or litigation against a resoulecturer, your response, or a statistical foremary thereof, Atoy be used in support of the agency a action.

term Asprov	ed: O.M.Jr. rie	21,27-0440

U.S. Department of Transportation National Highway

DOT Auto Safety Hotline hicle Owner's Ouestionna

Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236)

FOR AGENCY USE ONLY 100148

Date Received Repository

Traffic Safety Administration (1-888-327-423 INTERMET:www.nhtsa.dot.								tline		22	?-JUN-2005		oferença No. 0126169		
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_	Vehicle Ident J1563Y	fication	Number Locab	ed at t	octtom of wine	dshield on	driver's	'	Make FORD			Mode) EXPEDITION		Model Year 2000	
	ate Purchasi 11-NOV-00		Dealer's Nati DEPRATU F		nd Telephono I	e Number	r					Engine: No: Cylinders &		Fuel Type: Ges	
Orl	iginal Owne X	r	Dealer's City WHITEFISH						tate 1T	Zip C	ode				
	Fransmission Type X Antilock Brakes Powertrain AUTOMATIC X Cruise Control 4 WHEEL DRIVE								Vehicle Component Code 136100 VISTBILITY: WINDSHIELD WIPER/WASHER: SWITCH/WIRING						
- AUIN	Multiple Fe												<u> </u>		
					FAIL	ED COM	PONESN	T(\$)/	PART(5)	INFO	RMATIO	AL			
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Make:						Date Me	ILITE COL	ured:		1	fodel No.	/Name;			
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Crash	≖ IXINo	fite □v,	es 🕱 No		mber of Pers						Reporte	ed to Police N			
Norretiv Please d	re Pescripti fescribs (1)	ion of to event	incident(5), C	to the	(es), and Isja a fallero, (2)	fallure a	and Roc	conseq	Insuces, s	ind (3)		sa dona to correct t	he fel	hare;	
6-12 MC DURING DOWNP	ONTHS AGO S RAINSTOR POUR!), 2000 RM WH	FORD EXPE	OITIO N VAC	N STARTED CATION, WAS	HAVING S VERY H	WAZAR D	DOUS T	TO HAVE H	BEHAV IAPPEN	ICR. WIJ WHILE	ndshield Wipers (Driving Down Hig	TIUÇ	WORKING Y DURING A	
TOOK TO	ro dealer ((SLITT)	UNDER WARF	RANT	Y AT THIS TI	IME), TH	IEY "TIG	GHTENE	ED UP SOM			ROBLEM WENT AWA' Y EXPIRED. I THOUG	-		

DUE TO NEEDING THE VEHICLE, I COULD NOT GET IT BACK TO DEALER BEFORE FACTORY WARRANTY EXPIRED. I THOUGHT IT WOULD BE OK THOUGH, SECAUSE I HAD PURCHASED A "PREMIUM" EXTENDED WARRANTY.

TOOK TO DEALER A SECOND TIME, NOW TRUCK TRIES TO START ITSELF WITH NO KEY IN IGNITION, WIPERS AGAIN FAIL WHILE DRIVING DURING RAINSTORM, HEATER BLOWER MOTOR REMAINS RUNNING AFTER EXITING VEHICLE. THIS DRAINS THE BATTERY IF LEFT OVERNIGHT, AND RESULTS IN AN INOPERABLE VEHICLE.

TRUCK FOUR WHEEL DRIVE INDICATORS FLASH ON AND OFF AT TIMES WHILE DRIVING, NOT A GOOD FEELING WHEN TRAVELING 70 MPH ON TI

Include, if available: Police/Fire Department Report, Photos, and Repair Involce.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Lew 93-579 Title information is requested personnel to a nitrority varied in the Period Philipper Traffic Safety Act and autoequark area and autoequark area and an information of requested personnel to another the Period and automatic personnel to the Period and Action against a granufacturar, your respectation and automatic period against a granufacturar, your respectation and automatic period against a granufacturar, your respectation.

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U.S. Department of Transportation		Veh	To Rep	ort Vah	icie Sat	estion fety Def	ınaire lecte		Date Rec	celved	Rep	ository 🗌	
Mational High Traffic Safety	-	2NT		1-885-E (1-888- www.ni	-327-4		ot line		20-	-JUN-2005	l ··-	Reference No. 10125947	
Administratio													
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Address													
Ciky ELSEGU		State	, 100.00		Evening 1	Telephone Number							
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		'					MOTTAMS						
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Date Purchased Dealer's Name and Telephone Number 09-MAY-02								No: Cylinders <u>8</u> G				Fuel Type: Gas	
Original Owne	r 	Dealer's Cit	γ				State	Zlp C		L			
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	ша	uise Contrai		MELLO	1472		Multiple F	Fallure:	99				
					D COMP	ONENT(5))/PART(S)) info	RMATIO	M			
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and sear company			- 10-		TCASLE	INCIDEN	I INFORM	ATIO	<u> </u>	-			
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COMPLAINED

ATTACH ADDITIONAL SHEFTS IF NECESSARY

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

The Privacy Act of 1974-Public law 93-979 This information is requested parametric to authority vested in the Hotland Highway Traffic Infety Act and subanquant amendments. You are under no obligation to respond this questionnelle. Your response may be used to available the HITSA (a determining whether a Hanafacturar should take appropriate action to current a safety defect. If the NITSA proceeds with estimatorizative enforcement or Righties against a manufacturar, your response, or a statistical assumany thereof, may be used in apport of the against a section.

										Parra Aug	rayed	O.M.B. No. 2127-0008
			D	OT Auto Sa	afety Hot	line			PC	OR AGENCY USE ONI		100148
U.S. Department of Transportation		Veh	içle	Owner'	's Ques Icle Safet	tion y Def	inaire fects		Date Re	1,1	_	ository 🔲
National High Traffit Safety Administratio	,	INT	ERN		ASH-2-Di 327-4236 itsa.dot.g	6)	ot line		21	-JUN-2005		ference No. 126051
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Address					176	- <u> </u>		\blacksquare	Evenina	Talenhone Number		
City FRISCO	/ <u> </u>			State T	TX 2	p Code	,					
Do you authorize In the absence of Signature of Own	f an but	to provide thorization, i	a cop) NHTS/	y of this repo A WILL NOT I	rt to the mi provide you	enufac ir nam	turer of you e or addres	ur veh is to th Date	ie vehida	YES	NO	
							MOITAMS					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1FMRU17L7									,	Model EXPEDITION		Model Year 2001
Date Purchas 20-NOV-02				nd Telephone I NL FORD 972-2						Engine: No: Cylinders <u>8</u>		Fuel Type: Gas
Original Owne	.	Dealer's City RICHARDSON					State TX	Zip 0 7508				
Transmission Type	1	ntilock Brakes	1	wertrain			Vehicle Co 131000 V					
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Incident Oate(s) 20-JUN-2004		re Mileage 35600	Falk	ure Speed 35						•		
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				krost desathe in	detail the Inc	Marig).	FARMOUL CO	rash(es)		y(les).)		
Crash Yes X No		es X No		mber of Person Q	•	Nun	nber of Deat 0	ths		ed to Police N		
Narretive Descript Please describe (1 Le, parts repaired	levent	te leading ap	to the	a fallure. (2) fi	biliure and b	te cone	equences, r	and (3)) what w	as done to correct ti	he fai	lure;
	MORE T	TIMES, SO FA	AR IN T	THE PAST 2 YE	EARS. IT C	AUSED	MOTUA YM (ATIC!	HEAD-LIG	I'VE HAD THE WIND H7 CONTROL SWITE EAK		

Include, if available: Police/Fre Decartment Report. Photos, and Repair Involce.

ATTACH ADDITIONAL SHETTS IF NECESSARY
The Privacy Act of 1974-Public Law 82-579 This information is requested purposed to authority vested in the National Righness Traffic Solinty Act and authority was an authority vested in the National Righness Traffic Solinty Act and authority agreement, you are under no obligation to respond this quantitionality. Your respons a may be used to asset the NATSA in detay-vising solution as Hamiltonian Advantage of the NATSA in detay-vising solution against a manufacturer, your suspense, or a statistical parameter thirty of the sense in appoint of the agency of action.

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U.S. Departmen of Transportable			icle		r's Qu	notime Jestion Jety Def		ł	Date Rec		_	ository 🗆
Mational High Traffic Safety Administratio	way			1-888- (1-888	DASH-2 3-327-4	2-DOT			21-	-JUN-2005	l	ference No. 126109
Auminischwas		WNER INFOR	TTAM	ON (Type	or Prin	t)		—ļ			_ _	
Marie						· · · · · · · · · · · · · · · · · · ·		'	Caytime '	el Address		
Address								<u> </u>		Tolog be easily subsequent		
City INDIANA	APOLIS	POLIS State IN Zip Code							evening .	Telephone Number		
Do you authorize In the absence of Signature of Own	fan aut	i to provide : thorization, A	a copy IHTSA	of this rep WILL NO	ort to th	e manufac : your nam	turer of you e or eddres	ur vehi ss to the Date	e vehicie	VES X	סא ו	
					VEHI	CLE INFOR	RMATION					
17 digit Vehicle Ident	Number Locate	ttom of why	dshield on				Model		Model Year			
1FMRU1560N										EXPEDITION		2000
Date Purchased Dealer's Name and Telephone Number 30-APR-01										Engine: No: Cylinders	i	Fuel Type: Gas
Original Owne	Original Owner Dealer's City State											
Transmission Type	1=	ntilock Brakes	ı	ertrain	===		Vehicle Co					
AUTOMATIC	LIXI Cr	ruise Control	7 171	HEEL DRIV	E		Multiple F	failure:	5			
				FAIL	O COM	PONENT(S)/PART(\$)	INFOR	OITAMS	R		
Incident Date(s) 03-SEP-2004		re Mic age 40000		e Speed 30								
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Tire Component Cod	le								J	Fellure Type		
		ADDITION	AL ITE	345 TO B	E 0094PL	ELED ÄH	EN REPORT	TING A	CHILD	SEAT FAILURE		
Make:						nufactured		М	fodel No.,	/Name:		
Seat Type: Child Seat Compone					Installati	on System:	<u>:</u>					
Chilo Seat Compone	ant Cou	<u>e:</u>	rai	led Part:	I ICABUI	INCIDEN	T INFORMA	ATTON				
				ese describe	in detail th	e Incident(5)	Fallerin Co	mark(es).	and injury			
Crash ☐ Yes X No	Fire 	== (X) Nα	Numi	ber of Pen 0	sons Iniu	red Nur	mber of Deal 0	iths		ed to Police N		
Herrative Descripti	lan of Ir) event	ncident(8), Ci s leading Up I	to the I	fallure, (2)	failure a	ind he com	requences, I	and (3)	what wa	is done to correct ti	ho te i	lure)
DRIVE OR REVERS DIFFERENT INSTA	E. WH MENT L	EN PUT INTO JGHTS BEGAN	PARK I	IT CAME R ONE ON.	LIGHT BAC 4X4, WIN	CK ON, THE IDSHIELD V	E NEXT RAIN NIPER FLUID	N WE H D, ETC.	AD, A FE LIGHTS V	SHUT OFF WHEN T W WEEKS LATER, I WERE ILLUMINATED DAYS LATER WHILE	WAS	ORIVING AND E VEHICLE WAS

AFTER MY TRUCK SAT IN A DOWNPOUR, I GOT INTO IT TO RUN AN ERRAND. THE RADIO COMPLETLY SHUT OFF WHEN THE VEHICLE WAS IN DRIVE OR REVERSE. WHEN PUT INTO PARK IT CAME RIGHT BACK ON, THE NEXT RAIN WE HAD, A FEW WEEKS LATER, I WAS DRIVING AND DIFFERENT INSTUMENT LIGHTS BEGAN TO COME ON. 4X4, WINDSHIELD WIPER FLUID, ETC. LIGHTS WERE ILLUMINATED. THE VEHICLE WAS NOT IN 4X4 AT THIS TIME AND THE WINDSHIELD WASHER FLUID WAS 3/4 OF THE WAY FULL. A FEW DAYS LATER WHILE DRIVING IN THE RAIN AGAIN MY WIPERS COMPLETLY QUITT WORKING. EVERY 10 SECONDS OR SO THEY WOULD KICK ON AGAIN FOR ABOUT 3 SECONDS AND THEN STOP AGAIN. THIS WAS AN ABSOLUTLY TERRIFYING SITUATION. I WAS DRIVING IN THE POURING DOWN RAIN ON AN INCREDIBLY BUSY STREET AND MY WIPERS QUIT. AFTER THE FIRST COUPLE OF INCIDENTS MY HUSBAND AND I NARROWED IT DOWN TO HAVING SOMETHING TO DO WITH RAIN WATER. I ASKED A FORD TECH ABOUT THE OVER THE PHONE AND WAS TREATED LIKE I HOD ABSOLUTLY NO IDEA WHAT I WAS TALKING ABOUT. I FINALLY TOOK IT INTO A DIFFERENT FORD DEALERSHIP AND WAS TREATED LIKE I HAD ABSOLUTLY NO IDEA WHAT I WAS TALKING ABOUT. I FINALLY TOOK IT INTO A DIFFERENT FORD DEALERSHIP AND WAS TOLD THAT IN FACT THE SEAL AROUND THE WINDSHIELD WAS LEAKING, ALLOWING WATER IN TO SHORT OUT THE ELECTRONICS. I AM VERY DISSATISFIED WITH HAVING TO PAY FOR THESE REPAIRS WHEN THE VEHICLE WAS NOT VERY OLD AN IN GREAT CONDITION.

Include, if available: Police/Fire Department Report, Photos, and Repair Involce.

ATTACH ADDITIONAL SHEFTS IF NECESSARY

The Privacy Act of 1974-Public Law 83-579 This information is requested personnt to methority vested in the Pational Highway Tradit Salety Act and missequent and American state. You are shall be in the Pational Highway in

<u> </u>				OOT Auto S	Cafety	Hotline			FC	FOR AGENCY USE ONLY 100148					
U.S. Departme	U.S. Department Vehicle Owner								Date Rec	ceivad	Rep	pository 🗌			
Mational High Traffic Safety	of Transportation 1-688- National Highway (1-98 Traffic Safety INTERNET www.							21-	-JUN-2005	1	ference No. 1126157				
Administratio		WNER INFOR					Atm.		<u></u>						
Name	<u> </u>	MACK THE TIME	il need	Mary 177	101 Fra.	<u>tj</u>		$\overline{}$	Daytime '	Telephone Number	E-me	al Address			
Address			_												
City WATKI	NSVILLE			State	GA	Zip Code			Evening	Telephone Number					
Do you authorize In the absence of Signature of Own	if an eut	to provide : thorization, i	a cop IHTS	N OF HUS COS N WILL HOT	T provide	a your nam	ne or addres.	se to th Date	he vehicle	YES W	NO				
	<u></u>						RMATION								
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Oate Purchas 27-MAR-01		UNIVERSIT	Y FO	nd Telephone RD 706-546-	e Numbe -7208	r	<u> </u>			Engine: No: Cylinders <u>8</u>		Fuel Type: Gas			
Original Owns		Dealer's City BOGART	· -	,			State GA	Z/p C 3062	22						
Transmission Type		ntilock Brakes	ł	owertrain www.co.rom				•	rent Code RICAL SYS						
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	_	APPIT	ŢŎN	_				ORTI		RE FAILURE	_				
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		ADDITION	ALI		_			_		SEAT FAILURE	_				
Maka: Seat Type:			—			anufactured tion System:									
Child Seat Compone	ent Cod	/e:	\neg	Falled Part:	III)	#1370									
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Crash	Fire		_	imber of Pers			unber of Deat		Reporte	ed to Police					
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Ohner de matte de	.) event	a kading 📭 🕆	to br	e tallere, (2)	failure :	and its cons	següünces, r	à ngà (ặ) while yes	se done to correct ti	he far	ture;			
										ELD AND/OR MOON					

Include, If available: Police/Fire Department Report, Photos, and Repair Invoice,

ATTACH ADDITIONAL SHEETS IE NECESSARY

The Privacy Act of 1974-Public Law 93-878 This information to requested persons to authority vested in the Methods Highway Traffic Substy Act and subsequent surendenests. You are under no obligation to respond this question-series with persons may be used to sented the INTEN in determining whether a Menufactarian should take appropriate action to correct a safety defect. If the NITES processes with administrative enforcement or intention against a manufacturer, your response, or a statistical summery thereof, may be used in support of the agency's action.

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DOT Auto Safety Hotiline									FC	OR AGENCY USE ON	LY 100149				
U.S. Departme		Veh	hicle Owner's Questionnaire To Report Vehicle Safety Defects						Date Re	celved	Repository				
1-888-DA5H-2-DOT								21	-JUN-2005	Reference No.					
Traffic Safety Turney ships dot now that line									I –		10126161				
Adm interestic									Į		} _				
Warne	OV	VNER INFO	OTTAMB	N(Type	or Print	1			Daytima	Telephone Number	E-ma	all Address			
Address									970007	II.					
City GRAND	BLANC	ANC State MI Zip Code								Telephone Number		•			
Do you authorize In the absence of Signature of Own	f an aut	to provide harization, i	a copy o WHTSA W	f this repo VILL NOT	ort to the	manufau your nam	turer of you	ur vek is to ti Date	ha vehide	YES IX	NO				
					VEHIC	LE INFO	RMATION								
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1FMRU1866X										EXPEDITION		1999			
Date Purches	Date Purchased Dealer's Name and Telephone Number LASCO FORD									Engine: No: Cylinders 8		Fuel Type: Gas			
Original Owns	Original Owner Dealer's City FENTON							Zlp () 4843]					
Transmission Type	mission Type 🗋 Antilock Brakes Powertrain							Vehicle Component Code 110000 ELECTRICAL SYSTEM							
MANUAL IX Cruise Control ALL WHEEL ORIVE							Multiple Fallure: 6								
	\bot						Multiple R								
					D COMP	OMENI (P)/PART(6)	INFO	RMATIC	H					
Incident Date(s) 16-MAY-2005	e Mileage	Failure Speed													
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Tire Component Co	08								Tire	Fature Type					
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Make:				-		njactinės			Model No.	/Name:					
Seat Type: Child Seat Compone	ort Code		F-2-		installatio	n System	<u> </u>								
CINE SEEC COMPONE	ark Code	•					T I NFORMA Fakueda Ci			u feet 1					
Cresh	Fire			ar of Perso			mber of Deal			ed to Police					
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Marrative Descript Please describe (1) i.e. parts repaired :) evenb	, bading a p	to the fa	Bere, (2) 1	failbre en	ed itte çoşu	raquences, I	end (3) what w	s done to cerrect t	he fal	Berej			
IN RAIN, WIPERS	FAIL, D	ASH LIGHTS	FAIL, RA	ΦΙΦ FAIL	S, HVAC	FAILS, 4)	4 ENGAGES								
	•														

Include, if available: Police/Fire Department Report. Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESCARY
The Privacy Act of 1974-Paids Law 83-579 This information is requested personnel to authority vested in the National Highway Traffic Safety Act and subsequent spreadments. You are under no obligation to respond this quantiformatic, Your responds may be used to seek the NETSA in determining what her a Manufacturer should take appropriate action to correct a safety defect. If the NETSA processes with administrative enforcement or Rigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency action.

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire

FOR AGENCY USE ONLY 100146 Date Received Repository 🗌

of Transportation To Report Vehicle Safety Defects														
Mational Highway 1-888-327-4236)								24-	JUN-2005	Reference No.				
Traffic Safety TMT ED MT super chies							oHine				10126512			
Administration INTERACT www.nhtsa.dot.gov/hotilne														
	<u> </u>	YNER INFOR	MATIC)N(Туре	or Print)				Cautimo	Telephane Number	E-m	i Adrinace		
Plame										reseptione number	בוורם	II NOCICES		
Address			Dunaino :	Telephone Number										
City FOLSON	FOLSOM State CA Zip Code									reseptione number	l			
Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.														
In the absence of Signature of Own	an aut	thorization, N	HTSA I	WILL NOT	provide y	our nam	e or addres	ss to ti	he vehicle	manufacturer.	I NO			
					ARHICI	E (NPO	RMATION							
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1FMPU18LS							FORD EX			EXPEDITION		1999		
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			, ,				Multiple Fallum: 2							
FAILED COMPONENT(S)/PARY(S) INFORMATION														
Incident Date(s) 06-JAN-2004	Incident Date(s) Fallure Migage Fallure Speed													
		ÁDPIT	IONAL	ITEMS]	O BE COM	PLETER	WHENRE	PORT	ING A TO	RE FAILURE				
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	DOT No. (Example: DOTMAL9A6C036)								Failure Location:					
Tire Component Co	ae 									Fallure Type				
		ADDITION	AL ITE	MS TO B				_		SEAT FAILURE				
Make:					Date Meru				Model No./Name;					
Seat Type: Child Seat Compon	ant Cnd	10.	C s l	led Part:	Installation	System	<u> </u>							
Ciad agai Cumpon	ein Cia		. 101		LTCARLET	NCTDE	T INFORM	ATTO	N					
			(Pice	er describe	in detail the	hekkentis	Februari (Committee	r), and inte	yrieri) ed to Police				
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WATER LEAKING UNDER DASH AROUND WINDSHIELD														
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The Privacy Act of 1974-Public Law NO-279 This information is requested personel to extinarily rested in the Reticual Highway The Reticular Solution in requested personal received to extinate the Reticular Solution in requested publication in the Reticular Solution in the Retic